

## ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes  
Via Teleconference  
Wednesday, November 18, 2020  
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, November 18, 2020 at 1:00pm via conference call.

In attendance:

**EDTAC MEMBERS:**

Blake Roberts, Chair  
Bruce Fisher  
Ken Moore, CHEER  
Catrina Gosine

**DTC Representatives:**

Lori Yeager, Paratransit Support Services Manager  
Sara Fuller, Marketing  
Belinda Strickland, Civil Rights Specialist  
Kathy Maguire, Contract Specialist  
Rhonda Perry, Sr. Financial Support Manager  
Steve Ottinger, Planning  
Margaret Webb, Paratransit Director  
Paul Kulesza, Fixed Route Director  
Sheryl Crump, Customer Relations Specialist

**Guest:**

Verita Turner

**Members Absent:**

Amanda Lord  
Jim Shiber  
Kathleen McCool

**Call to Order**

Blake Roberts, Chair, called meeting to order. September meeting minutes were not approved because there was not a quorum.

**Round Table Introductions**

**Summary of EDTAC Recruitment Flyer- Sara Fuller**

The updated flyer was emailed to the committee and DTC staff to get input regarding anything that anyone thought should be included on the flyer. Some of the changes will include a photo of the Chair or of the EDTAC committee. Updates were made to the second paragraph regarding training and fiscal updates received from DTC. The committee along with Marketing would like suggestions on how the flyer can be utilized through social media etc.

### **Change to Eligibility In-Person Scheduling Process- Lori Yeager, Paratransit Support Service Manager**

The current process allows the individual to send in the ADA Paratransit application either online, via mail, drop off to one of the DART offices or fax. Once the application is deemed complete it is given to the Scheduler to contact the individual to schedule the In-person interview. This process is very time consuming and many times it is difficult to reach the person, caregiver or advocate. Many times, individuals will schedule the interview and not show up or cancel. To remedy this the Eligibility Department would like to change the process that would allow for the individual to contact the Scheduler to schedule the interview and transportation if needed once the application complete.

### **On Time Performance- Margaret Webb, Paratransit Director Paratransit**

(Data forwarded to members)

January through October 2020

January NCC- 46, 975- 85% on time KC- 15,229- 91% on time SC- 17,145- 87%

February NCC- 45, 123- 84% on time KC- 14, 603- 91% on time SC- 16,106- 88%

March NCC- 29,437- 87% on time KC- 10,492- 92% on time SC- 10,649- 88%

April NCC- 9,015- 93% on time KC- 4,206- 95% on time SC- 3,131- 93%

May NCC- 9,949- 87% on time KC- 4,639- 96% on time SC- 3,582- 95%

June NCC- 12,186- 95% on time KC- 5,702- 96% on time SC- 4,966- 93%

July NCC- 14,463- 93% on time KC- 6,519 on time SC- 5,703- 92%

August NCC- 15,781- 93% on time KC- 7,056- 95% on time SC- 6,203- 93%

September NCC- 17,985- 93% on time KC- 7,848- 95% on time SC- 7,165- 94% on time

October NCC- 19,552- 93% on time KC- 8,760- 95% on time SC- 8,555- 92% on time

### **On Time Performance- Paul Kulesza, Fixed Route Director**

(Data forwarded to members)

October 2020 FY 2021. The combined on-time performance average for **October 2020 FY 2021 was 76%**

New Castle County Fixed Route was **75%**

New Castle County Contract Services was **97%**

Kent County Fixed Route was **85%**

Sussex County Contract Services was **75%**

Septa was **78%**

Resorts was **87%**

Out of 34 routes in New Castle 25 stayed the same or improved. Extended services on Saturday and Sunday in the mornings and evenings. I-95 construction begin 10/24/20 major changes of buses coming in and out the city. There is still social distancing on all buses. Some increase on some routes but overall ridership is way down.

EDTAC Chair and Co-Chair nomination results given by Blake Roberts, current EDTAC chair. Based on the nominations Blake Roberts will remain the Chair. Ken Moore was nominated for Co-Chair but declined. Blake will reach out to Kathy McCool to see if she would like to remain the committees Co-Chair.

### **Updates from DTC:**

- Steve Ottinger, Planning  
Virtual Public Hearing 11/18/2020 at 4:00pm to discuss changes on the routing how buses come in and directions they will go. Comments will be accepted through 11/30/2020. Fare changes will also occur for Fixed Route no changes on paratransit fares. All fare cards are being eliminated and will be replaced by riders using the DART Mobile App trying to go paperless. The base fare will not change and there is still a reduce fare for seniors and individuals with disabilities if they show the appropriate ID .80 fare will still be in effect. All cards will still be accepted until August 15, 2021. Individuals who still have cards will be able to be redeemed for a day pass, 7-day pass or 30-day pass.
- Kathy Maguire, Contract Specialist  
The 5310 Program has been shut down and will not be any applications going out this year. Out of the 17 that are in the program a few are just delivering food.

### **Open Forum**

### **Adjourn**

**Next meeting Scheduled for January 13, 2021**